Title: Update Beneficiary's Personal Data	**Process Number**
Identify the process in the "Verb Noun" format. (Ex: Maintain Ownership)	______**B.2.1**__________

1. Process Definition *Provide an overview of the process and define its starting and ending points*

1.1 Starts With	Documented request to update beneficiary personal information.
1.2 Process Overview	A beneficiary, 3rd party, parent, guardian or Power of Attorney may request an update to a beneficiary's personal information in the trust integrated data, (i.e., name, address, marital status, notification of death etc.). During the update process, the beneficiary's personal information records are accessed and the appropriate data elements are updated as requested. If the request is unclear, or there is a question, the beneficiary is consulted. After the update is made the system automatically generates a conformation notice for the beneficiary. Upon completing the update, the receiver of the request annotates the tacking system that the request for an update has been fulfilled and the confirmation notice sent to the beneficiary.
1.3 Stops With	Updated beneficiary personal information in trust integrated data.

2. Trust Business Objectives *Identify the Comprehensive Trust Model strategic goals and business objectives to which this process contributes.*

Goal/Objective
Provide beneficiaries with convenient access to trust account services and information.
Develop an accessible point of contact who can provide any individual Indian or tribal representative with any requested trust asset information or service regardless of ownership region or area.

3. How should Beneficiaries be involved in this process?

Beneficiary Involvement
Beneficiary makes either a telephone call or walks into the Integrated Servicing Office to request a change to his / her personal information. A beneficiary may have 3rd party representation to make the contact on his / her behalf.

Title: Update Beneficiary's Personal Data — **Process Number ______B.2.1__________**

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4. Organizations, Offices and Roles.

Identify the DOI organizations and related roles that should be involved in performing the process.

4.1 DOI Organizations.

Identify the DOI organizations, offices and individual roles that contribute to this process.
DOI organizations include the Office of the Secretary, BIA, OST, BLM, MMS, OHA, OSM among others.
Offices include Central Offices, Regional Offices, Agency(Field) Offices, etc.
All individual roles that contribute, in a significant manner, should be identified.

Organization	Office	Role	Contribution
BIA	Agency (Integrated Servicing Office)		Primary contact for beneficiaries
OST	Agency (Integrated Servicing Office)		Primary contact for beneficiaries
Compacted / Contracted Tribes	Tribal / Consortium Office		Serve as a single point of contact for beneficiaries and depends upon the degree of self-determination.

4.2 External Organizations.

Identify the non-DOI organizations that support the execution of or contribute to this process.

External Organization	Contribution
None	

5. Event(s)

Identify the events or conditions that start the process. Describe each event and indicate the frequency (daily, monthly, quarterly, etc.) in which each event is expected to occur. An event may be an external interaction (a beneficiary submits an application), the expiration of a period of time (a lease is due to expire in 90 days), or the realization of some pre-defined threshold (an IIM account reaches the automatic disbursement threshold).

Event	Description	Estimated Frequency
Beneficiary telephone call to Call Center or Integrated Servicing Office.	Telephone calls may either be made directly to an Integrated Servicing Office or the telephone call may be redirected from a call center to an Integrated Servicing Office.	
Beneficiary walk-in to Integrated Servicing Office.	Beneficiary may walk-in to an Integrated Servicing Office.	

Title: Update Beneficiary's Personal Data — **Process Number ______B.2.1__________**

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Event	Description	Estimated Frequency
Beneficiary contact via Internet	As the Internet capability develops, a beneficiary may submit a request to change his / her personal information.	
3rd Party Representation	A 3rd party representation may request a change to a beneficiary's personal information.	

6. Inputs and Outputs.

Identify and describe all inputs and outputs related to this process. Inputs are information or materials used during the execution of the process; outputs are materials or information produced by the process.

6.1 Inputs

Input	Description
Beneficiary's personal information to be updated	The beneficiary's personal information to be updated is provided either by the beneficiary or a 3rd party. An automated address change form may be used to provide the information.

6.2 Outputs

Output	Description
Beneficiary's personal information updated	The beneficiary's personal information is updated in the trust integrated data.
Confirmation Notice	A confirmation notice is provided to the beneficiary and / or 3rd party representation.

7. Fiduciary and Legal Obligations and Controls

7.1 Obligations

Identify and describe the legal and fiduciary obligations that impact this process. For each obligation, indicate the document or commitment that defines the obligation and the citation (paragraph or section) within the document that pertains to this process.

Obligation	Source	Business Impact
Secretary's Trust Principles		Provides guidance on responsibility for the management of the Indian trust assets, information and records.

Title: Update Beneficiary's Personal Data — **Process Number ______B.2.1___________**

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Obligation	Source	Business Impact
5 USC 552 (Privacy Act / Freedom of Information Act)		Provides protection of the beneficiary's identification and confidential personal information.
25 CFR 115 (Trust Funds for Tribes and Individual Indians Regulations)		Provides regulations governing beneficiary trust accounts.
25 CFR 179 (Life Estates and Future Interests Regulations)		Helps define guidelines for estate planning.
25 CFR 1200 (American Indian Trust Fund Management Reform Act)		Establishes oversight on DOI Trust reform efforts and allows the Secretary to discharge trust responsibilities.
25 USC 4001		Provides authority for 25 CFR 1200.

7.2 Controls

Identify and describe any controls (enforcement mechanisms) that may be used to ensure that the process adheres to obligations and internal process requirements. Controls may be reviews, audits, segregated duties, etc. Indicate the reason that each control should be introduced (name the obligation that a control is intended to enforce; indicate any controls required to ensure consistency or reliability).

Control	Reason	Description
BIA / OST Interagency Procedures Handbook	Ensures consistency in obtaining representation identity information.	Contains standard administrative operating procedures for obtaining representation identity information.
Tribal Internal Control Mechanisms	Supports self-governance and ensures tribal compliance with fiduciary and legal responsibilities.	Establishes tribal standard administrative operating procedures.

8. Mechanisms (Systems of Record)

Identify the mechanisms, or systems, that are needed to support the process (ex: Ownership, Leasing, Workflow Management, Office Filing System, etc.). Indicate the information and activities, relevant to this process, that each system supports.

System Name	Support
Trust Integrated Data	The trust integrated data stores the updated beneficiary's personal information.
Tracking System	The tracking data is updated to reflect the completion of updating the beneficiary's personal information.

Title: Update Beneficiary's Personal Data
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Process Number ______B.2.1__________

9. Inter-Process Relationships *Identify other trust processes that are related to this process (either predecessors or successors). If applicable, indicate the condition under which the processes are related.*

9.1 Predecessors. *Predecessors are processes that either produce information required by this process or that result in the need to execute this process.*

Process No.	Name	Condition of Relationship
B.1.2	Document Contact	The request to update a beneficiary's personal data is documented in the tracking system.

9.2 Successors. *Successors are processes that either use information produced by this process or that must be executed as a result of performing this process.*

Process No.	Name	Condition of Relationship
B.3	Communicate Information	The beneficiary is notified that his / her personal data has been updated.
O.3.1	Prepare Probate Case	Notification is provided to probate that a beneficiary's personal data has been updated, if applicable. Notification is made by the automated system.

10. Comments *Summarize any discussion, problems, issues or recommendations that should be considered when reviewing process performance. Category Values (Note, Best Practice, Decision, Problem, Issue, Recommendation)*

Category	Comment
None	